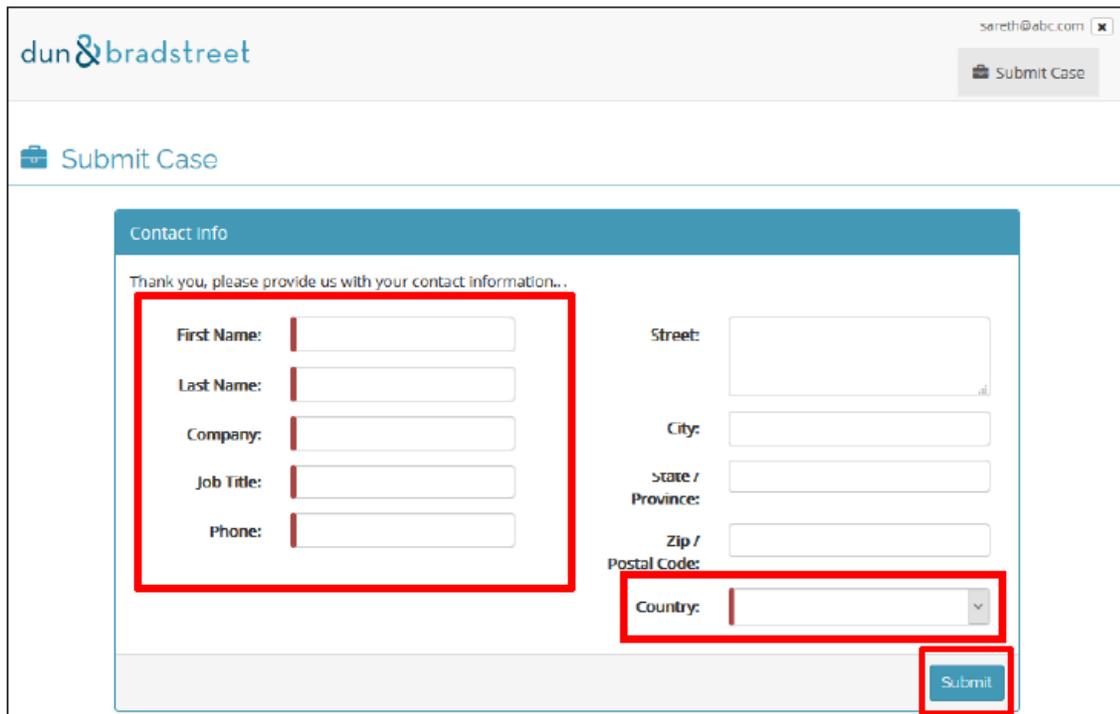# Dun & Bradstreet (D&B) Support User Guide for Kroger Suppliers:

- Registering with Dun & Bradstreet Support
- Requesting a Dun & Bradstreet DUNS # for your company
- Updating your Company's information
- *Note: Please go to page 6 for guidance on DUNS error messages in Supplier Hub*

Accessing the Dun & Bradstreet Support Portal

Suppliers will contact Support via the web portal, https://support.dnb.com/?CUST=Kroger for requesting a Dun & Bradstreet DUNS# for your company and for updating your Company's DUNS # utilizing the below information

1. In your browser type in URL https://support.dnb.com/?CUST=Kroger

2. Sign in with your email address. **NOTE**, all communication will be sent to this address.
    a. If you have not logged in previously you will be asked to provide the following. Please note, the field in red are required:
    b. If you have previously logged into the site, the portal will recognize your address

Supplier Solutions: Dun & Bradstreet Assistance

How to login:

In your browser type in URL https://support.dnb.com/?CUST=Kroger

Enter email address and select the "Remember this email for future visits"

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Requesting a Dun & Bradstreet DUNS # for your company or Updating your company's information

1. Select "Business Investigation"

2. Click the appropriate TILE: Create New DUNS **OR** Update or Correct Existing DUNS

   a. Select "Create New DUNS" if you do not have a DUNS # and need one created
   b. Select "Update or Correct Existing DUNS" if you need something updated on your business

   Select the appropriate TILE:

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3. You will see the below web form when creating a new DUNS # for your business:

a. Best demonstrated practice is to provide as much information as possible. Attachments and screen shots are suggested as they can help in the completion of your request.
b. Fill in all the required fields that are in red.
c. When completed, click on the submit case button
d. Once you submit a case, you will receive an auto notification that provides you with the case number and a link back to the Support portal. Under Case Status Reports you will find all cases that were submitted.

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4. To update or correct DUNS information you will see the below webform:

Choose the Investigation Type by clicking on the drop down and select the information you'd like to updte, i.e., "Address."

a. Best demonstrated practice is to provide as much information as possible. Attachments and screen shots are suggested as they can help in the completion of your request.
b. Fill in all the required fields that are in red.
c. When completed, click on the submit case button
d. Once you submit a case, you will receive an auto notification that provides you with the case number and a link back to the Support portal. Under Case Status Reports you will find all cases that were submitted.

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DUNS error issue in Supplier Hub

Use the troubleshooting guide if you receive an error in Supplier Hub that your DUNS number could not be verified.

Troubleshooting:

Possible Problem	Resolution Steps
Incorrect DUNS number	1. Check that the DUNS number was entered correctly and try again. 2. Use "Click Here to Locate DUNS" link in Supplier Hub to search for the correct DUNS number.
DUNS number is not fully active in the D&B database **OR** Relevant data is missing in the D&B database	1. Use "Click Here to Locate DUNS" link in Supplier Hub to search for the DUNS information. 2. If the information is incorrect, incomplete or missing, use the D&B/Kroger support link (below) to request the data to be completed in D&B's Direct+ system*. *(*This is the D&B database that provides information to Kroger's Supplier Hub.)*

For further assistance please visit D&B Kroger support at https://support.dnb.com/?CUST=Kroger.